

HANOVER LOCAL HUMAN RIGHTS COMMITTEE MINUTES

DATE: December 4th, 2012

PRESENT: **Committee Members:** Taneika Goldman

Committee Member absent: Olusola Akinkuade, Anthony Bates, Eddie Barlow, Lynn Goodale, Shahneese Wright-Hall

Human Rights Manager: Buddy Small, DBHDS

Affiliate Members: Nicelle Cooper, Ascending Dove Residential
Lena Oliver, Bethel Residential Homes, LLC
Charletta Darville, Community Aid, LLC
Curtis, Comprehensive Counseling Group
Dyann Wynn, Creative Family Solutions
Valencia Smallwood, Destiny Services, Inc
Terecco Greenhow, Dimension Youth Services
Jennifer Fidura, Fidura & Associates
Diane Dillard, Hanover Adult Center
Susan Cunningham, Hanover Community Services
Pam Jones, Key Support Services
Elmira King, Milestone Counseling Services
Barbara Riggins, Riggins Residential
Transitions Day Support Services
A Leavelle Cox, VELDOT Residential Services, LLC
Crystal Burgess, Virginia Baptist Children's Home
Kristin Yavorsky, Virginia Supportive Housing
Kim Snider, Wall Residences
Youth Counseling Services

Affiliate Members

Absent: Community Counseling Group, Inc
Tyron Hilton, Envision Solutions
Heart Felt Family Services
Mental Health Experience Support Services
Pathways to Success
Step 'N Up

WELCOME: Taneika Goldman called the meeting to order and welcomed all attending. Quorum was not met; no voting will take place at this meeting. Items will be voted on next meeting or a special meeting will be held.

AGENDA ITEMS:

APPROVAL OF MINUTES: The minutes from the September 4th meeting were recommended for approval subject to corrections that are made by secretary.

➤ **Changes are as follows:**

- Name corrections:
 1. Bethel Residential Homes, **LLC**
 2. VELDOT Residential Services, **LLC**
- Affiliates who were to submit a corrected quarterly report only need to submit supplemental questions.

ADVOCATE COMMENTS:

- Walter (Buddy) Small is the interim advocate until a permanent advocate is hired.

AFFILIATE QUARTERLY REPORTS:

➤ **Accept the following reports with no questions:**

- Ascending Dove Residential
- Community Aid, LLC
- Comprehensive Counseling Group, Inc
- Creative Family Solutions
- Destiny Services, Inc
- Fidura & Associates
- Hanover Adult Center
- Hanover Community Services
- Key Support Services
- Riggins Residential
- Transitions Day Support Services
- Virginia Baptist Children's Home
- Virginia Supportive Housing
- Wall Residences

- a. **Ascending Dove Residential Care:** 0 allegation of abuse & neglect. 1 peer to peer. 1 complaint.
#1 – Clients being transported home in van when client B unfastened his seatbelt and reached over one seat to hit client A in the face. This action took place because client A was picking on another client in the van. Staff intervened to prevent further altercation, clients received verbal redirection & reports were made to care providers at drop off.
- b. **Bethel Residential Home:** 0 allegations of abuse & neglect. 0 complaints.
➤ Report given to Buddy Small at this meeting.
- c. **Community Aid, LLC:** 0 allegations of abuse & neglect. 0 complaints.
- d. **Community Counseling Group, Inc.:** Absent, no quarterly report received.
- e. **Comprehensive Counseling Group, LLC:** 0 allegations of abuse & neglect. 0 complaints. Not licensed yet.
- f. **Creative Family Solutions:** 0 allegations of abuse & neglect. 0 complaints.
- g. **Destiny Services:** 0 allegations of abuse & neglect. 0 complaints.
- h. **Dimension Youth Services:** 0 allegations of abuse & neglect. 0 complaints.
➤ Edit report & send to Buddy
- i. **Envision Solutions:** Absent, no quarterly report received.
- j. **Fidura & Associates, Inc.:** 0 allegations of abuse & neglect. 0 complaints.
- k. **Hanover Adult Center:** 0 allegations of abuse & neglect. 0 complaints.
- l. **Hanover Community Services:** 0 allegations of abuse & neglect. 1 complaint.
#1 – Clinician was transitioning clients & mailing out introductory letter with an additional form she thought was blank. This form was not blank but had client PHI on them. When clinician learned of her error she called all 8 clients she mailed the letter to. Most had not opened the letter and agreed to mail the letter back unopened. Those clients whose PHI was exposed were notified as was the Health & Human Services Department.
- m. **Heart Felt Family Services:** Absent, no quarterly report received
- n. **Key Support Services, LLC:** 0 allegations of abuse & neglect. 0 complaints.
- o. **Mental Health Experience Supportive Services:** Absent, no quarterly report received.

- p. **Milestone Counseling Services, LLC:** 2 allegations of abuse & neglect. 2 physical, 2 verbal, 10 confidentiality.
- #1 – July 30, 2012 – Case manager misplaced her encrypted, password protected jump drive with up to seven client's information on it. The jump drive has not been located & all clients received written notification of confidentiality breach. Staff person was required to repeat training on client confidentiality.
- #2 – August 3, 2012 – Case manager dropped personal storage binder while visiting assisted living facility & binder was retrieved by staff person who works at the assisted living facility. On August 7, 2012 a citizen from the neighboring community called Milestone stating paper with PHI had blown into her yard. The papers were retrieved from the citizen's home, client's received written notification regarding the breach of confidentiality & the staff person received disciplinary action as well as repeating training on client confidentiality.
- #3 – August 28, 2012 – Client stated to her case manager that staff at the assisted living facility yelled at her, then locked her outside in the dark early morning hours to wait for her van to the day program. Client stated when she knocked on the door staff person would not let her inside. Adult Home Administrator & Richmond Department of Adult Protective Services were notified & determined the claim unsubstantiated.
- #4 – August 28, 2012 – Client stated to her case manager that a male staff member of the adult home fondled her breasts, touched her private areas & hit her on the left leg. Adult Home Administrator & Richmond Department of Adult Protective Services were notified & determined the claim unsubstantiated.
- q. **Pathways To Success, LLC:** Absent, no quarterly report received.
- r. **Riggins Residential:** 0 allegations of abuse & neglect. 0 complaints.
- s. **Step 'N Up:** Absent, no quarterly report received.
- t. **Transitions Day Support Services:** 0 allegations of abuse & neglect. 0 complaints.
- u. **VELDOT Residential Services:** 0 allegations of abuse & neglect. 0 complaints.
- Correct "Name of Provider LHRC Liaison"
- v. **Virginia Baptist Children's Home & Family Services – DDM:** : 1 allegations of abuse & neglect. 1 peer to peer. 0 complaints.
- Residents were being transported to Sunset Lanes when resident B states resident A punched her in the back. Resident A was questioned if she allegedly punched resident B in the back & she responded "no, I was just being nice". Supervisor asked resident A if she touched resident B & she stated she "tapped the resident and she was just being nice". Both residents were separated during the outing & no further incident occurred. No injuries or staff neglect was found.
- w. **Virginia Supportive Housing:** 1 allegations of abuse & neglect. 1 verbal. 1 complaints.
- #1 - July 13, 2012 – Resident filed a grievance against a case manager & wanted it filed as a human rights investigation. Resident did not like a statement made by the case manager & felt her tone was disrespectful & dismissive. Human rights violation unfounded but found to be a performance issue. Concept of effective communication addressed with case manager & letter sent to resident stating the results of the investigation & appeals process.
- x. **WALL Residences LLC:** 0 allegations of abuse & neglect. 0 complaints.
- y. **Youth Counseling Services:** Report given to Buddy Small at this meeting.

OLD BUSINESS:

- None

NEW BUSINESS:

- Fidura & Associates are moving into a new home, no motion needed.
- Riggins Residential request opening a day support program.

NEXT MEETING: March 5, 2013 at 5:00 p.m. in the DSS Meeting Room

ADJOURNMENT: MEETING ADJOURNED

Respectfully submitted by: _____
Stacy Jaciuk